

# STUDENT HANDBOOK



# ACCREDITATIONS

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# WELCOME

## TO EXPRESS ENGLISH COLLEGE

### COLLEGE DETAILS

Express English College

130 Princess Road Hulme, Manchester M16 7BY

Email address: [Info@expressenglishcollege.co.uk](mailto:Info@expressenglishcollege.co.uk)

Telephone number: 0161-232-0302

Opening hours: Mon – Fri 9:00 – 16:00

## MISSION STATEMENT

Express English College's purpose is to provide a quality learning experience to all our students in a friendly, supportive and welcoming environment. We aim to ensure that students improve their English language skills and achieve their future goals.

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# WE AIM TO



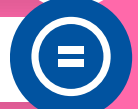
**1** Provide student support of the highest quality.



**2** Promote core British values and implement Prevent Duty policy.



**3** Ensure equal opportunities for all by being fair, responsible and professional.



**4** Respect and respond to the needs of all students and staff.



**5** Ensure a safe, secure and comfortable environment for work and study.



**6** Ensure a reasonable price for quality teaching.



**7** Provide a modern learning environment that helps students improve their English language skills.



**8** Facilitate students in working towards their learning goals.



**9** Monitor students' progress on a regular basis to ensure learners' progression.



**10** Provide academic expertise, guidance and welfare support to all students.



**11** Ensure that relevant staff are available to answer student's questions and to help.



**12** Express English College fosters values that help to raise awareness of environmental dangers and embeds actions and procedures that contribute to a responsible use of, and care for, the earth's resources.



# PRE-ARRIVAL INFORMATION

## IMMIGRATION AND VISAS



All students require a valid passport to come to the UK.

Students coming from certain countries will need a visa or entry certificate. It is best to check with your travel agent or with the British Consulate, Embassy or High Commission in your own country to find out what is required.

You will have to support your visa application with some evidence. On receiving your application form we send you a letter confirming your place on the course and a letter in support of your application.



If you are not sure of your visa status, please visit

<https://www.gov.uk/check-uk-visa/>



# MONEY



- The currency in the UK is pounds sterling (£).
- £1 equals 100 pence (p). 1p and 2p are brown coloured coins.
- 5p, 10p, 20p and 50p coins are silver coloured.
- £1 is a gold and silver coloured coin.
- £2 is a gold and silver coloured coin.



- Larger amounts of money are paper notes; the blue £5 note; the orange/brown £10 note; the purple £20 note and the light pink £50 note.



You can bring money into the UK in the form of:

-  Sterling notes
-  Travellers' cheques
-  Bankers' drafts
-  Letters of Credit

Euros can be used in some shops in the UK and can easily be converted into Sterling.

According to law, any person entering or leaving the EU has to declare the cash that they are carrying if it is 10,000 Euros or more.

This includes cheques, travellers' cheques, bankers' drafts etc. You could face a fine of up to £5,000 if you do not declare any cash/travellers cheques/bank drafts etc you are carrying, or provide incorrect or incomplete information. Customs officials have the power to seize items if appropriate.



For further information and contact details, visit the HMRC website:

**TAKE CASH IN AND OUT OF THE UK**

You should also check if there is any limit imposed on foreign currency transactions by your home country.

# BRINGING CASH WITH YOU



You will need some sterling (cash) for spending during the first few weeks.



Do not bring or carry large amounts of cash with you.



If possible, try to transfer money to a UK bank account. In case there is a problem in transferring money, it is also a good idea to have some money available in travellers' cheques, and a credit card for emergencies.

## YOU WILL ALSO NEED MONEY FOR ITEMS SUCH AS:



food



local travel



books



equipment

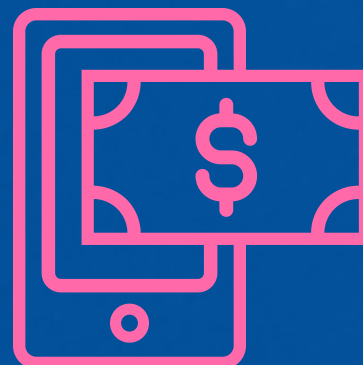


clothes and other necessities

## SETTING UP A UK BANK ACCOUNT

Try to set up a UK bank account in advance. All the main UK banks have branches in Manchester. Please check with the Welfare Manager if you have any finance-related queries. Contact your own bank in your home country to check if you can open an account in the UK.

If possible, open an account with a multi-national bank so that you can use Automatic Teller Machines (ATMs) in the UK.



If you can't open a bank account before you come to the UK, when you arrive we will be able to provide you with a letter that will help you open an account in the UK.



# TRAVEL INSURANCE

## WE RECOMMEND THAT YOU:

- Insure your luggage before starting your journey to the UK in case anything happens during the journey.
- Insure personal property for while you are in the UK (expensive items may need separate insurance).
- We can assist you with insurance related queries.

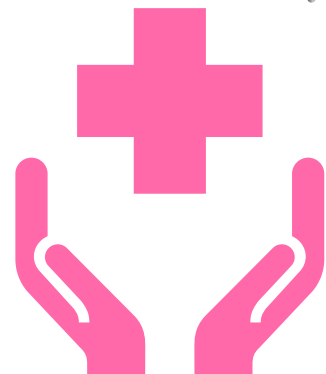


Please contact our admin at

[info@expressenglishcollege.co.uk](mailto:info@expressenglishcollege.co.uk)

# HEALTH INSURANCE

We also recommend that you have health insurance. You should arrange this in your home country before you come to the UK. Otherwise, short-term health cover through a British company can be arranged. For more information about health insurance you can email us at [info@expressenglishcollege.co.uk](mailto:info@expressenglishcollege.co.uk).



Please Note that all students under the age of 18 are required to have a comprehensive travel and medical insurance

# WHAT CLOTHING DO I NEED TO PACK?



Pack your suitcase carefully.



Do bring your favourite clothes according to the time of year of your visit.



Don't forget that the weather in England can be changeable. In September, the average temperature can be about 14°C.



However by December/January it can fall as low as -1 to 3°C.



In the Summer months, temperatures can be quite hot, around 24°C, but are often less.



So if you are packing for a whole year's stay you will need a good range of both warm and cool clothing.



You can also buy reasonably priced clothes from the local shops. Dress code in the UK is mainly informal so you can wear your own style of clothing. You will need a coat and gloves in winter.

**[SEE UK WEATHER FORECASTS.](#)**

# DO I NEED TO BRING ANY EQUIPMENT?

It depends on the type of accommodation you will be staying in.

Homestay accommodation is fully furnished with:



A FRIDGE



FREEZER



MICROWAVE



TOASTER



KETTLE



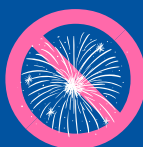
IRON



IRONING BOARD

Please do not bring any extra furniture with you.

Remember that pets, candles, fireworks and weapons (or replicas) are not permitted.



# WHAT ELSE DO I NEED TO REMEMBER WHEN PACKING?



You should seek advice from the British Embassy or High Commission in your home country as to what you can and cannot bring into the UK.



Personal belongings are normally permitted, as long as they are for your own use and you ensure they will be taken home at the end of your stay in the UK.



Make sure you check any luggage restriction for flying to the UK with your departing airport before travelling. Many airlines only allow one piece of hand luggage, and all do not allow you to carry sharp objects or liquids in your hand luggage.

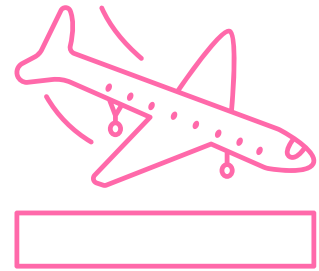


Mains electrical power in the UK is 240v. UK plug sockets usually take 13 amps with a 3-pinned fused plug. Please check all your electrical equipment will work on this voltage before coming to the UK.



Do not bring any electrical items that need mains power unless they are dual voltage 110-120/220-240v (for example, a laptop computer). Remember this will also apply to your mobile phone charger. You may need to buy an adapter.

# ARRIVING IN THE UNITED KINGDOM



## AIRPORT ARRIVAL

You will have to go through passport control (immigration). Make sure that you have all your travel documents ready. You will need to have the following documents available to show the Immigration Officer:



Your passport (or national identity card for EEA nationals).



Your entry clearance/student visa if applicable. If you have obtained entry clearance this will be in your passport.



A Visa Support Letter, or Unconditional Admission letter if applicable.



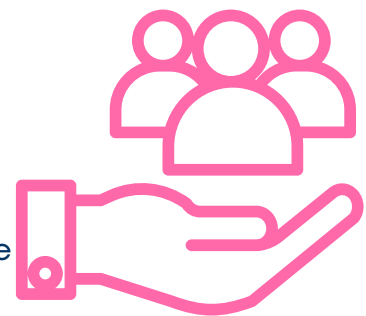
Evidence that you have funds to cover tuition fees and living expenses (bank statements, sponsor's letter, scholarship award letter etc).



A medical certificate (if required)

## NEVER AGREE TO CARRY ANYONE ELSE'S LUGGAGE THROUGH CUSTOMS

Once you claim your baggage, you will follow the signs to the exit/arrival area. In the arrival lounge, a member of Express English College will be waiting for you. You will be able to see our staff as they will be wearing a pink t-shirt with the EEC logo on the front. The sign they will be holding will also have the Express English College logo included. The Express English College representative will also be holding a sign with your name or your group's name. Please Note: a member of our staff will await your arrival only if you have booked airport transfer in advance





Please do note, Manchester Airport is incredibly busy and at peak times, it can take up to 2 hours from the time a flight lands to complete passport control and collect baggage. Our staff follow live flight information and will be aware of delays. From the Airport, you will be taken to your accommodation where you can settle in.

## TRAVELLING AS A GROUP



If you're travelling as a group, a member of Express English College will meet you at the airport arrival area. In the unlikely event that you are unable to see a member of Express English College staff, the student should go directly to the airport information point in the terminal and inform a member of the airport's staff.

## UNACCOMPANIED MINOR ASSISTANCE

If your child is flying to the UK without parent(s) or guardian(s), you can request UNACCOMPANIED MINOR (UM) ASSISTANCE directly from the airline. This means that a member of the airline staff will stay with the child from check-in until handing him/ her over to a named member of staff from Express English College (the name of this member of staff will be made known to the parent or guardian beforehand). This service is available from most airlines and should be arranged with the airline when making the flight reservation. Most airlines will charge a small fee for the UM ASSISTANCE.



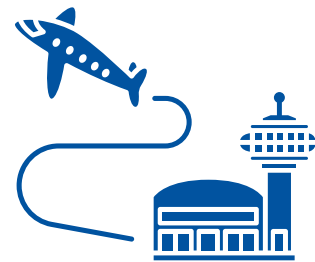
Should there be any last minute changes to arrangements or to the named member of staff given for UM assistance, you will be made known of this at the earliest opportunity



If this is the case, we will always arrange for another member of our team to meet your child and the named member of staff will sign a Letter of Authorization for the collection of the UM child traveller. Upon departure day, Express English College staff will assist you with the check-in procedure, before taking you to the security checkpoint.

## DEPARTURE DAY PROCEDURE

On the departure day, students will either leave the premises by taxicab or by coach (if leaving with a group).



It is recommended to arrive at the check-in desk at least 2 hours before departure (for some destinations and long-haul flights you should allow up to 3 hours).

Express English College staff will assist you with the check-in procedure, before taking you to the security checkpoint.

# ARRIVING AT THE COLLEGE



Upon arriving in the UK and settling in your accommodation, you should come to the college to confirm your arrival. You should register at the reception and provide photo identification (passport, driving licence etc) to be recorded for quality control purposes.

A location map is available on our website.  
You can find the best route to get to EEC here:

**BEST ROUTE**

# FIRST DAY AT COLLEGE



On the first day of your course, you will be given a tour of the premises and told about the safety procedures, to use in the event of a fire or other emergency.



You will do a placement test, and receive a full-day induction and Early Feedback Form to complete, this is usually done as a class



You will have an Individual learning plan meeting with the academic manager to set learning goals and targets. You will receive a college ID badge to wear at all times in the college itself.

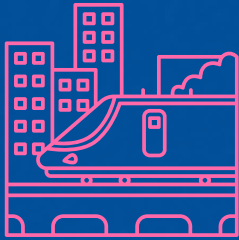


You will receive a college ID badge to wear at all times in the college itself. The ID must not be taken off during college hours or class trips and activities.



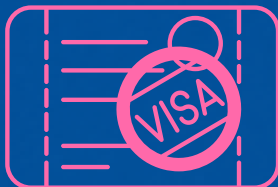
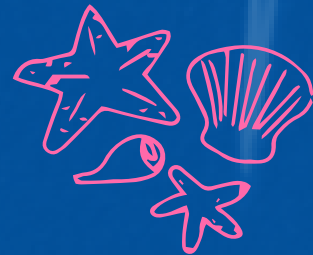
Students will be placed into classes according to the placement test results.

# LIVING IN MANCHESTER



The lively and busy city of Manchester benefits from convenient access to surrounding towns and boasts outstanding transport links to other cities such as London, Liverpool, Chester, York, Leeds; as well as North Wales and the Lake District.

The seaside towns of Southport and Blackpool are only an hour away by train, while London, Glasgow and Edinburgh can be reached within 2.5 hours to 4 hours. If you need any help with travel information or booking please speak to the Welfare officer.



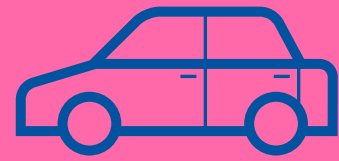
If you want to take the opportunity to discover neighbouring countries whilst in the United Kingdom, please check applicable visa conditions of that country. Please note that gaining a visa to study in the UK does not enable you to visit EU countries without a further visa application to that country.

## HEALTH & SAFETY



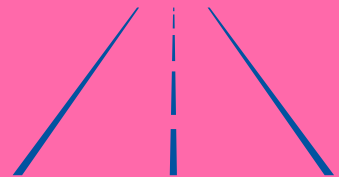
The UK is a relatively safe country, and Manchester is quite a secure city. However, individuals should not walk alone at night. We always advise you to walk in groups and never walk or cycle at night – take a taxi. Taxis in Manchester run throughout the night. There are also a limited number of night buses servicing some areas. Always know where you are going before you leave and stay on streets with good lighting at night. **Caution is also advised when using one's phone in public**

In the UK, vehicles drive on the left-hand side of the road. Please be careful when crossing the road. Use pedestrian crossings whenever possible, and don't cross between parked cars.

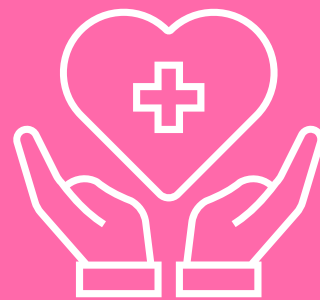


Theft may occur in busy places as in any country, especially in tourist areas. Keep your money in a safe place and leave your passport at home. Hold your bag away from the road, and keep your purse or wallet out of sight, never in an open bag. Do not leave your bag unattended in shops, in parks or in other public places. Keep your keys in a separate place to any bag or purse which may show your address.

If you plan on getting a car or bicycle whilst in the UK, make sure you familiarize yourself with the British Highway Code: penalties are issued for driving offences and the UK enforces driving licence and insurance obligations.



# MEDICAL TREATMENT



Students who are in the UK for less than six months and have no health insurance, have to pay for NHS treatment – except in the case of out-patient emergency treatment or treatment for an infectious disease. Any student staying in the UK for longer than six months should register with a doctor on arrival.

If you need to see a dentist, ask for the cost and the treatment in advance, as you will pay for treatment. The Welfare Officer/Administrator or your host family can help you to find a doctor, dentist, clinic or pharmacy.





If you need to take any medication during your stay, you should bring this with you in correctly-labelled packaging (preferably with the doctor's note or letter of prescription) which clearly states dosage and times of administration. The only types of medication you can carry yourself during a trip/visit are:



EpiPen and Insulin pens.



'Reliever' inhalers (generally in a base case)

If you use other medication, please hand it over to the group leader or the welfare officer, who will look after it.

# ACCIDENTS

In the event of an accident or injury at EEC, you should inform the Welfare Officer who will record it in the EEC Accident Logbook. First aid facilities are available at the EEC reception desk.



**Gabi**

Administrator  
First Aid/Fire Marshal



**Ayub**

Operations Manager  
First Aid/Fire Marshal, Fire Marshal,  
Designated Safeguarding Lead

# FIRST AID

The Administrations officer/the Operations Manager is in charge of First Aid arrangements at EEC, and will contact the emergency services if required.



# FIRE EVACUATION PROCEDURE

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Evacuation procedures at Express English College in the event of fire are clearly displayed on our notice boards and will be clearly explained to you at the time of Induction.



If you discover a fire, raise the alarm immediately by breaking the glass on the small red alarm boxes. If the fire alarm rings, you should leave the building by the nearest available exit and go to the Fire Assembly Point



Stay there until you are told to return by the Administrator/Operations Manager. Do not attempt to fight the fire or delay in leaving the building. The fire marshal is the Administrator/Operations Manager. Please see the fire safety policy and the signage around the school for more information.

## SMOKING

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Smoking is illegal under the age of 18. Smoking is forbidden in any enclosed workplace, public building or public transport in the United Kingdom. Express English College has a strict 'No Smoking' policy inside the school building.



# DRUGS & ALCOHOL



It is illegal to buy alcohol if you are under the age of 18 years and/or drink it in public. It is illegal to buy alcohol for someone else who is under 18 years. It is illegal to buy, consume or supply controlled drugs. Express English College has a strict zero-tolerance approach to drugs and alcohol misuse. If you have any concerns about drugs or alcohol please speak to the Welfare Officer/Administrator.

# RELIGION



Please speak to the Welfare Officer if you need information about practising your religion in Manchester or wish to contact local community groups.

# TIMEKEEPING



EEC expects all students to be on time for classes. Students arriving more than 15 minutes late for a lesson will be marked as 'late' on the class register. Students who arrive 15 minutes late to any class without notifying EEC in advance will not be allowed to join the first session. Any student who is 10 minutes late after the breaks will not be permitted to return to the class and will be marked as 'late' on the class attendance list. EEC insists on punctual timekeeping by all students so that our students benefit fully and do not fall behind in their learning. Every minute of learning time counts. EEC does not tolerate classroom teaching being interrupted by latecomers. This is not acceptable for our students and our teachers. For students who are under 18, your well-being is our primary concern. We will contact you immediately should you be late for class or do not show. EEC will also contact your family/guardians if we are concerned about your timekeeping. Students who are late on a regular basis will receive a verbal warning followed by a written warning. Agents or Sponsors will also be notified. After two warning letters, the student will be asked to leave with no refund; they will be informed in writing and verbally.

# COURSE RULES AND REGULATIONS

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Students need to follow the course rules concerning class learning and behaviour both in and out of the school, attendance during activities, and absence from the college. Any students breaking these rules may be asked to leave the course with no refund, and any unavoidable travel costs will be charged to the students directly.

**1**

Students should attend all lessons and are advised to attend organised activities and excursions.

**2**

Alcohol must NOT be brought onto the school premises by students of ANY age; this includes under and over the age of eighteen. Any student caught in possession of alcohol, or who has consumed alcohol will be asked to leave the school immediately.

**3**

Drug taking or possession of drugs of ANY kind will result in an instant dismissal.

**4**

Smoking is not permitted inside the school building at any time (please note smoke will activate the detectors and then the fire alarm). Should the local Fire Service arrive as the result of any false alarm caused by a student, the student may be required to pay the Fire Service's charges. The smoking area is outside the building: smoking is only allowed there.

**5**

Mobile phones are not to be used during class time unless instructed by the teacher as part of the lesson. Unauthorized mobile phone use is strictly unacceptable.

**6**

We will, unless advised by the parent or guardian in writing, use any relevant student feedback in future promotional material.

**7**

Students that choose to break any of our rules may be asked to leave college immediately, at their own expense.

# COURSES

Students join our school through continuous enrollment. Continuous enrollment means that you can join the course on any given week (Mondays) - excluding bank holidays. You will complete a placement test, a writing sample and an Individual learning plan meeting with the academic manager to set learning goals and targets. You will then join an appropriate class. Our courses are as follows:

## GENERAL ENGLISH (A1 TO C1)

This course helps students to build on their knowledge and command of English. It aims to improve the students in all areas of the English language:

**VOCABULARY, GRAMMAR, READING, WRITING, LISTENING AND SPEAKING.**

GENERAL ENGLISH	20 LESSONS PER WEEK	15 HOURS PER WEEK
INTENSIVE ENGLISH	30 LESSONS PER WEEK	22.5 HOURS PER WEEK
SUPER INTENSIVE GENERAL ENGLISH	40 LESSONS PER WEEK	30 HOURS PER WEEK

Timetables can be found on our website:  
Levels: A1 and above (to C2).

[CLICK HERE](#)

The course for the general English classes is based on the Common European Framework (CEF) for each level. A copy of this will be in your registration pack. Express English college uses the CEFR (Common European Framework of Reference) to refer to the students' level. Additionally, all the classes will have a weekly Record of Work which consists of the objectives, aims and students' outcomes, skills and the target language that will be covered as well as homework.



## BUSINESS ENGLISH

HIGHER INTERMEDIATE B2- ADVANCED C2

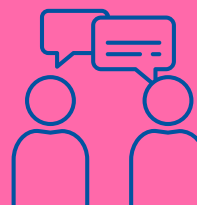
The Business English program at Express English college is designed to develop your professional vocabulary and gives you expert tuition on the different types of business writing, from traditional business letters, reports, and memos to e-mails and other electronic communications .



<b>BUSINESS ENGLISH</b>	20 LESSONS PER WEEK	15 HOURS PER WEEK
<b>General English with Business English</b>	30 LESSONS PER WEEK	22.5 HOURS PER WEEK

## ONE TO ONE

Times and topics of private English lessons can be arranged to suit your requirements.



## EXAM CLASSES

ELEMENTARY A2- ADVANCED C2

<b>IELTS PREPARATION</b>	20 LESSONS	15 HOURS PER WEEK
<b>GENERAL ENGLISH WITH IELTS PREPARATION</b>	30 LESSONS PER WEEK	22.5 HOURS PER WEEK

Courses are subject to availability.

## ACADEMIC REPORTS AND CERTIFICATES

Once a student completes a course at Express English college, they are given a certificate of attendance. The college understands that from time to time parents, guardians or other funding institutions will request academic reports of individual students. The college can provide academic reports on request. However, for academic reports, the student must make a request (by email, phone or in person) to the Academic Manager. The report will be ready in two working days.

# TUTORIALS

We conduct personal progression tutorials, as follows:

Once a month, an individual tutorial meeting is arranged between each student and the Academic Manager/Welfare Officer. This will allow for feedback on your overall progress during the course, including progress test results, reflection on attitude to your studies etc.



It gives each student the opportunity to give their feedback too, and to explore any issues and concerns, as well as revisit and revise learning goals. It will also celebrate your achievements! This information is recorded on the student academic record.

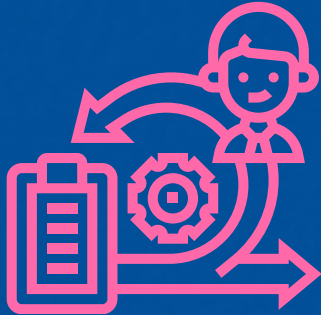
# MATERIALS



Teachers will follow a CEFR based syllabus and will use/combine coursebooks/related tasks and activities to provide you with an engaging, motivating lesson. Your teacher will provide you with the learning materials and resources you need in the class.

# METHODOLOGY

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Express English College encourages a closely-guided learning and communicative, interactive approach to language learning mixing methodologies to create memorable lessons and courses.

You will be given opportunities to practise language skills in a meaningful way, which are relevant and appropriate to your needs and personal requirements.

It is important that you maximize your learning experience within the English-speaking environment by using all opportunities to communicate.

Teachers foster good study skills, encouraging you to organize your notes, learn to use dictionaries effectively, keep an organized record of vocabulary, etc.

## HOW WILL I FIND OUT WHAT MY LEVEL OF ENGLISH IS?

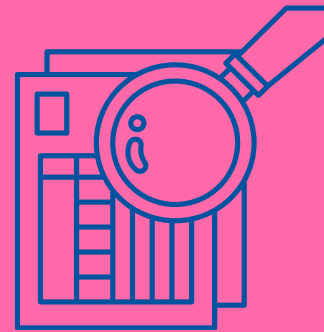
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On the first day of your course, you will take a Placement Test which is assessed using the Common European Framework of Reference for Languages (CEFR).

Based on the results of this test, on a writing exercise you'll do, and on a speaking interview you will participate in, you will be placed in a group with students studying at a similar level.



# TESTING AND ASSESSMENT OF STUDENTS



In class, you will be developed, supported and monitored continuously, as you focus on different skills and sub-skills; this will also be reinforced outside the classroom. There will be some short unit tests to check your understanding of topics and language items covered, about every two weeks.

You will normally complete a progress test upon completion of one whole level, so as to move upwards to the next level, if relevant.

Please note: You will not be allowed to move to the next upward level if your attendance is below 80%, unless in exceptional circumstances (health, personal). Please see Attendance Policy for details.

## STUDENT PROGRESSION CRITERIA: YOU SHOULD:

- ➔ Have an attendance record of at least 80%.
- ➔ Participate in the class as much as possible! This includes being punctual.
- ➔ Complete class work to the best of your ability, as well as any homework tasks.
- ➔ Do unit tests to demonstrate achievement of each unit.
- ➔ Take part in the monthly tutorials, reviewing your learning goals.
- ➔ Follow your teacher's instructions and advice
- ➔ Complete a Level Progress Test and move to the next level according to the CEFR Framework.

Students who do not meet these criteria may be advised to complete the same level again or repeat part of the same level.

In exceptional cases, you may be allowed to continue to the next level on the discretion of the Academic Manager.

# HOW LONG DO I NEED TO STUDY FOR?

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That depends entirely on your aims. Do discuss your objectives and learning needs with the Academic Manager, so we can help you select the best course and timetable.

# WILL I STAY IN THE SAME CLASS THROUGHOUT MY STAY AT EEC?

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That depends on the length of your stay, and the progress you make. If studying or aiming to study through more than one level, you'll probably move into a different class after completion of the level at which you started.

# WILL I BE ABLE TO CHANGE THE HOURS OF STUDY OR COURSE TYPE AFTER STARTING A COURSE?

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It is possible to extend a course or to select a different type of course (subject to availability). Contact the Academic Manager as soon as possible, so that they can inform you about fees and availability, and discuss your needs.

# IF I CANCEL THE COURSE OR LEAVE EARLY, WILL I GET A REFUND?

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EEC's Terms and Conditions of booking can be found on our website. Full details of how any course cancellations and curtailments will be dealt with are contained therein. Please contact the Welfare Officer if you wish to discuss your particular circumstances.



# CAN I GET HELP IN PREPARING FOR STUDY AT A UNIVERSITY IN THE UNITED KINGDOM

EEC can help you select courses that prepare you for an appropriate IELTS examination. As a free additional service, the Welfare officer can offer you advice and assistance with gaining entry to a University or college in the UK.

## TRIPS, VISITS & ENRICHMENT



Express English College aims to integrate elements of British culture, sport, city and country life, history, and lots of fun in the Activities Programme. For further information about EEC social activities, please see our [Activities Brochure](#).

**[ACTIVITIES BROCHURE](#)**

Please note: '[Smile Adventure](#)' organizes many of our weekend trips (as listed in the brochure)



The activities for the week are advertised on the noticeboard located in the Entrance Area.

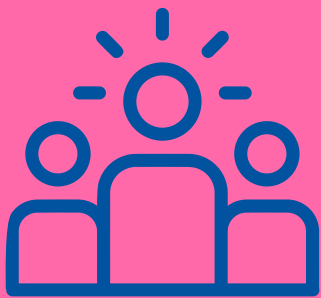
Further information about any social activities can be requested from Reception. A social programme calendar is produced for those who require it, our social programmes are scheduled twice a year, though with seasonal changes, for instance, Christmas, New Year, Halloween, etc. Many of the activities are free of charge and where there is a charge (usually minimal) this is made known to everyone in advance.

# HEALTH & SAFETY



It is Express English College's aim that all activities are carried out with high regard to health and safety. Risk assessments will be conducted and given to the Activity Programme group leaders. In addition, when taking a group of students on an activity (weekly, monthly or annual) a safety instruction sheet, a list of all students on the activity and a first aid kit is provided. A student information sheet with the college phone number and emergency numbers is included.

In case the activity is organised by Smile Adventures, the student contact details including their emergency ones are provided to their staff. A student information sheet with the college phone number and emergency numbers is included. In case the activity is organised by smile adventures, the student contact details including their emergency ones are provided to smile adventure's staff (They are in charge of student's group leading)



The maximum supervision ratio of over-18 year old off-site activities is 15 students to one Activity leader and for under 18 year olds is 5 students to one Activity leader. The group leader has full instructions including what to do in the event of an emergency, and always has emergency money and one of the college's mobile phones. Students are also given instructions on precautions to take while on the activity and what to do in an emergency.

All under 18s are identified to the staff member accompanying the group.

# SPORTS

Express English College does not tutor/coach students during sporting activities. The sports group leader will **ACCOMPANY AND ASSIST** the group to the venue and back, check everything is in order, organize teams, pairs and games.



# LOST PROPERTY

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Lost property can be claimed at reception, if lost within the college environment. Any unclaimed lost property will be kept for 6 weeks, then given to charity.

# AROUND THE AREA

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Please see the information below regarding the local facilities and other areas of importance that may be useful to you during your stay in Manchester. EEC does not endorse these companies and is not responsible for any of them. Further details, such as location, opening times and services, can be found on your device by searching for the relevant company name. We can also help at college.

## SUPERMARKETS

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### ASDA


 100 Princess Road, Manchester, M15 5AS

 Open from 6:30am – 10:30pm



### MORRISONS

 19-25 Piccadilly Gardens, Manchester, M1 1LU

 Open from 7:00am – 11:00pm



## SPAR

 1, 28 Higher Cambridge Street Manchester M15 6AA

 Open from 6:00am – 10:00pm

## HEALTH CENTRES


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## MANCHESTER ROYAL INFIRMARY (HOSPITAL)

 Oxford Road, Manchester, M13 9WL

 Open 24 hours 7 Days a week

 0161 276 1234



## M. S. UMAR DENTAL PRACTISE (DENTIST)

 Hythe Close Rusholme M14 5AT


 Open from 9:00am – 6:00pm


 0161 224 81272



## WINDSOR DENTAL (DENTIST)

 Denhill House Denhill Road M15 5NR

 Open from 8:00am – 5:00pm


 0161 241 4555



## CORNBROOK MEDICAL PRACTICE (GENERAL PRACTITIONER)

 63 Booth Street, Manchester M15 6PR


 Open from 8:30am – 6:00pm

 0161 227 9785



## ASHVILLE SURGERY (GENERAL PRACTITIONER)

 171 Upper Chorlton Road, Manchester, M16 9RT

 Open from 8:00am – 8:00pm

 0161 881 4293

## ENTERTAINMENT



## ODEON CINEMA

 235 Deansgate, Manchester M3 2BS




## VUE CINEMA MANCHESTER PRINTWORKS & IMAX 27

 Withy Grove, Manchester, M4 2BS



## HOME MANCHESTER (THEATRE)


 2 Tony Wilson Place, Manchester M15 4FN

 0161 200 1500



## PALACE THEATRE 97

 Oxford St, Manchester M1 6FT

 0844 871 3019

## LIBRARIES



## HULME LIBRARY


 Hulme High St, Manchester M15 5NN

 Open from 6:30am – 9:30pm

 0161 227 3739



## MANCHESTER CENTRAL LIBRARY

 St Peter's Square, Manchester M2 5PD

 Open from 9:00am – 8:00pm

 0161 234 1983



# POST OFFICES

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## HULME POST OFFICE

 170 Stretford Road Manchester M15 5TL

 Open from 9:00am – 5:30pm

 0345 722 3344

# SHOPPING CENTRES

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## INTU TRAFFORD CENTRE

 Regent Cres, Stretford, Manchester, M17 8AA

 Opens from 10:00am – 10:00pm

 0161 749 1717



## MANCHESTER ARNDALE

 Manchester M4 1AZ

 0161 833 9851

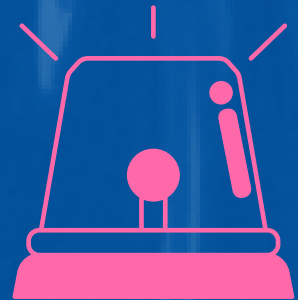


# IN CASE OF EMERGENCY/ CRITICAL INCIDENTS

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## STATEMENT

In the case of an emergency, an action plan has been put in place robust enough to deal with a range of sudden or unpredictable situations. Our emergency contact number is 0044 (0)161 232 0302. For more information, please read our emergency procedure at [Emergency Policy](#).



## STUDENT CODE OF CONDUCT

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Everyone is entitled to feel secure at college, as well as at home (in their residential accommodation or home stay). All students agree to a code of conduct. This is to help make EEC a happy, safe and trouble-free environment to learn and work within. EEC has its own duty of care to ensure everyone is safe and happy.



We have rules in place that all students must follow to ensure the happiness and safety of all. We politely request all students to follow these rules at all times.



Always be aware of your surroundings.



Behave in an appropriate manner, whether outside during an activity or inside learning in a classroom. Loud, abusive, or inappropriate behaviour will not be tolerated.



Look after your belongings. Do not leave your luggage unattended. This goes for your mobile phone also, or any other electronics brought into the school.



Please be on time for all lessons. Continuous lateness or disruptive behaviour will not be tolerated (see Attendance Policy).



If you have been delayed, call the reception in the morning to inform the college.



Wear your student ID. It must be visible at all times. If lost, you can order a new one from reception for the cost of £10.



As Express English college students, you should present yourself in a professional, appropriate manner.



Students are not allowed to contact staff members outside of the college. This includes via email or social media accounts.

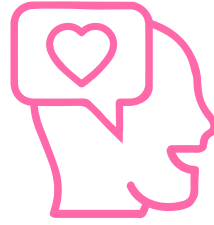


Bringing alcohol or any unlawful drugs to the college is strictly prohibited. Any such instances will be dealt with under the disciplinary procedure and lead to your immediate dismissal.



Don't bring any knives to the college.

# FEEDBACK



You will be requested to give feedback on our various services such as teaching and learning, accommodation, social programmes, college facilities, agent services and airport transfer.



- At the end of the induction day, a questionnaire will be given to you asking to give feedback about your arrival and on the induction procedure.



- During the first week, an Individual learning plan (ILP) meeting will take place with the Academic Manager/Assistant Academic Manager.



- On a monthly basis, you will have a tutorial with the Academic Manager/Welfare Officer. You will be asked to provide oral feedback about the course in these meetings.  
(If you're staying with a host family, we'll talk about what you think of them. This helps make your stay and other students' stays better.)



- In the final week, you will have an end of course review meeting with the Academic Manager/Welfare Officer. You will also be requested to complete a questionnaire about your overall experience in the college. Once a month we review all feedback collected in a meeting. The Welfare officer logs any action that needs to be taken in response to that feedback.

# COMPLAINTS



Express English College aims to listen to all complaints, both formal and informal and tries to address concerns in the most suitable way.

# COMPLAINTS RELATING TO YOUR COURSE

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If you are unhappy about any aspect of your course, class, level, teaching materials or books then talk to your teachers about it. If you feel that you cannot talk to your teacher because the complaint is about him/her, you can speak to the Academic Manager/Assistant Academic Manager.



If you are still not happy with the result, then you can complain to the Operations Manager using the complaint form. The Principal will try to resolve any complaint within 7 working days.

# COMPLAINTS RELATING TO NON-ACADEMIC ISSUES

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If you are unhappy about any other aspect of your stay such as accommodation, administrative staff, or leisure programmes, then you can talk to the Welfare Officer. The Welfare Officer will listen carefully to your complaint and try to resolve your concern as quickly as possible. If you are still not happy with the result, then you can complain to the Principal in writing using the complaint form.

# HARASSMENT AND BULLYING

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Express English College aims to provide an environment that is free from harassment and bullying, one where everyone is treated with respect and courtesy. If you face any form of harassment or bullying by staff, students or visitors, talk to the Welfare Officer. All complaints of bullying and harassment will be kept confidential and will be dealt with quickly. Where EEC needs to stop inappropriate student behaviour, it will be done with full consideration of the student's dignity.

# ABUSIVE BEHAVIOUR POLICY



Any behaviour that disturbs the safe environment of the college is unacceptable and will be dealt with seriously. Such behaviour includes direct or indirect discrimination of a person because of their gender, social background, sexual orientation, disability, race or religion.

## THE FOLLOWING IS A LIST OF UNACCEPTABLE BEHAVIOUR AT EXPRESS ENGLISH COLLEGE:

- ➔ Any form of bullying – including verbal and physical
- ➔ Nationalistic , religious, and cultural racism including sexism and homophobia, etc
- ➔ Swearing/using offensive language
- ➔ Sexual harassment
- ➔ Being violent/aggressive towards visitors, students, and staff members
- ➔ Stealing property from EEC or other people
- ➔ Intentionally damaging college property
- ➔ Involvement in illegal activities.
- ➔ Reading or sharing of extremist materials.
- ➔ Engaging in activities that contradict British Values based on the UK government's Prevent Policy.

Students who see or experience any form of abusive behaviour or bullying should talk to the welfare officer as soon as possible;

All academic and non-academic staff are aware of the signs of abusive or bullying behaviour. If any is witnessed, they will contact the Welfare Manager, and an immediate course of action will be taken.

Abusive behaviour by students can result in immediate dismissal from their course without a refund, while in the case of staff, disciplinary action will be taken.

## PROCEDURE

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- 1** A verbal warning is given by the Welfare Officer/Academic Manager/Principal followed by a warning letter.
- 2** If the behaviour happens again, the student will be dismissed from their course with no refund given.
- 3** In the most extreme cases, the college can call for the immediate dismissal of the student.
- 4** The college has the right to involve the police where a serious incident occurs.

## 24 HOUR CONTACT

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The EEC team is trained to deal with all issues involving grievance, emergencies and counselling. Our 24 Hours Contact number is

**0044 (0)07483911770**

# SAFEGUARDING UNDER 18S

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Our college accepts students aged 16 and over. We have a Duty of Care to those below the age of 18, and vulnerable adults who attend the college. Our Safeguarding Policy aims to ensure that the processes are designed to keep all of the above protected against any form of harm. All students and visitors, and in particular those under the age of 18, and those who fall into the category of vulnerable adult are entitled to be protected from any abuse. Abuse can include physical, emotional, sexual or psychological abuse, as well as neglect.

## DESIGNATED SAFEGUARDING LEADS

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The Designated Safeguarding Officer for the college is Tansy. The deputy designated safeguarding person is Tim.





# THE EMERGENCY CONTACT DETAILS ARE AS FOLLOWS:

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EEC website:

[www.expressenglishcollege.co.uk](http://www.expressenglishcollege.co.uk)

Email:

[info@expressenglishcollege.co.uk](mailto:info@expressenglishcollege.co.uk)

The EEC emergency number:

0044 (0)161 232 0302

The EEC emergency number (24/7):

0044 (0)07483911770

## FIRST AID AND MEDICAL

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The administrator, Gabi is the First Aider at EEC. First Aid kits are in the reception area. During trips and sports activities, group leaders bring a first aid kit with them.

**Ayub**

Operations Manager  
First Aid/Fire Marshal, Fire Marshal,  
Designated Safeguarding Lead

**Gabi**

Administrator  
First Aid/Fire Marshal

# ONLINE SAFETY FOR STUDENTS



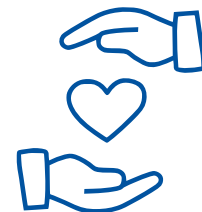
You can use computers that are available in our library . Please do not share personal information or upload photographs on the Internet, as this can result in online harassment and scams. Inappropriate websites are automatically restricted. Please also see our E Safety Policy on our website.

# BEHAVIOUR & DISCIPLINE



You are always expected to follow the EEC Code of Conduct and behave courteously with staff and students. Any inappropriate behaviour observed will not be tolerated and will be reported to the relevant manager. If this persists, and may be a safeguarding issue, then it will be investigated by the DSL/DDSL.

# RADICALISATION AND PREVENT



Duty EEC takes its Prevent Duty very seriously. We aim to build a secure and happy atmosphere free from any extremist opinions or actions. We equip our staff and students with the relevant skills and knowledge to explore sensitive issues critically by weighing the evidence, debating and making reasoned and balanced arguments, in class and anywhere else in the college, or whilst undertaking college activities.

# WE ALSO BUILD RESILIENCE IN OUR STUDENTS BY PROMOTING THE FUNDAMENTAL BRITISH VALUES OF:

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DEMOCRACY;



THE RULE OF LAW;



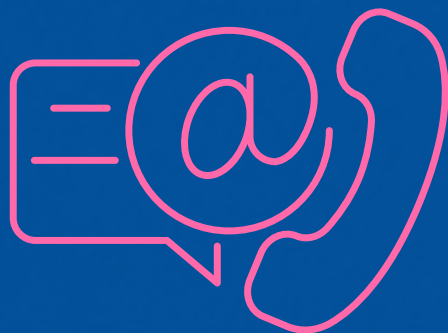
INDIVIDUAL LIBERTY;



MUTUAL RESPECT AND TOLERANCE OF THOSE WITH DIFFERENT FAITHS AND BELIEFS.

For this reason, any intolerant and extremist views or actions will not be tolerated. Any concerns will be reported immediately to the DSL/DDSL.

If you have questions or queries about any aspect of studying with Express English College or your time in the United Kingdom, please do not hesitate to contact us.



Review: Reviewed December 2023(AA/EC)

This document to be reviewed by the management team not less than every six months. Next review due June 2024. It may also be subject to any changes based on UK law.



 [+44 \(0\) 161 232 0302](tel:+44201612320302)

 [info@expressenglishcollege.co.uk](mailto:info@expressenglishcollege.co.uk)

 [www.expressenglishcollege.co.uk](http://www.expressenglishcollege.co.uk)

 [eecollege](https://www.facebook.com/eecollege)

 [expressenglish\\_college](https://www.instagram.com/expressenglish_college)

 [ExpressCollege](https://twitter.com/ExpressCollege)